

Employee Assistance Programs

What are they? How can they help?

Definition of an EAP

- An employee assistance program (EAP) is designed to help employees and their families identify, assess and resolve issues that may be affecting their personal life and/or their job performance
 - One-on-one confidential counseling
 - Telephone consultations
 - Group educational sessions

Features of an EAP

- One-on-one clinical counseling sessions
 - Stress/anxiety
 - Interpersonal relationships
 - Depression
 - Substance abuse
 - Grief/loss
 - And other issues
 - 3 sessions per six months
- Telephone consultations
 - Legal assistance
 - Financial guidance
 - Tax planning
 - Retirement planning
 - Childcare referrals
 - And other issues
 - One half hour per issue per six months
- Educational sessions
 - Wellness seminars
 - Diabetes
 - Asthma
 - Weight loss
 - Pain management
 - And other subjects
 - Community issues
 - Elder care
 - Child abuse
 - And other issues

Eligibility for our EAP

- Any permanent employee of the city of Fresno and his/her eligible household members is entitled to receive services under the EAP.
 - Household members
 - Immediate family living in the employee's home

Cost of the EAP

- Services are provided at no cost to the employee or family members.
- The full cost of the services is paid by the city of Fresno.

Provider for the EAP

- Avante Behavioral Health
 - Specialty health plan licensed by state
 - Headquartered in Fresno
 - Legally and ethically obligated to maintain the highest standards of confidentiality

Access to the EAP

- Call Avante at (559) 261-9053 or 1-800-498-9055
 - 24 hours/day, 7 days/week
- An Assessment Specialist will conduct an initial screening interview
- An appointment will be arranged within one to five days, depending on nature and urgency of the situation

Referrals from the EAP

- After the 3 sessions, referrals will be coordinated if Fresno City Employees Health and Welfare mental health benefits need to be accessed.
 - Most Avante EAP providers are also PsyCare PPO providers.
- If accessing PacifiCare mental health benefits, referrals will be made to a contracting panel provider.

That's our EAP

- 3 free confidential counseling sessions
- ½ hour telephone consultation
- In a 6 month period
- For employee and/or family members living in the employee's home
- To help resolve personal issues